

CLAIMS

1. Telecommunications services apparatus for use with a telephone messaging system, the apparatus comprising means for recognising a predefined arrangement of one or more characters as a suffix to a destination address of a message being submitted to the telephone messaging system, and means responsive to recognition by the recognising means to select a function required by the sender of the message so as to change the normal message delivery function thereby to change or augment the processing or routing of the message.
2. Apparatus according to claim 1, wherein the function selecting means is operable, upon recognition by the recognising means, to forward the received message to an alternative delivery means.
3. Apparatus according to claim 2, wherein the alternative delivery means provides an archive or copy function.
4. Apparatus according to claim 2 or claim 3, wherein the alternative delivery means includes means for translating the received message into email form, and means for delivering the translated message in email form.
5. Apparatus according to claim 2, claim 3 or claim 4, wherein the alternative delivery means may be operable to forward the received message to more than one destination.
6. Apparatus according to any one of claims 2 to 5, wherein the alternative delivery means is operable to forward the message to the sender of the message.
7. Apparatus according to any one of claims 2 to 6, wherein the alternative delivery means is operable to forward the message to the message recipient.
8. Apparatus according to any one of claims 2 to 7, wherein the function selecting means is operable both to send the message by the normal delivery function, and also to send the message by the alternative delivery means.

9. Apparatus according to claim 8, wherein the function selecting means is operable to remove the suffix from the destination address before sending the message by the normal delivery function.
- 5 10. Apparatus according to any one of claims 2 to 7, wherein the function selecting means is operable to send the message by the alternative delivery means only.
- 10 11. Apparatus according to any one of claims 2 to 7, wherein the function selecting means has a default setting for sending the message both by the normal delivery function and also by the alternative delivery means, and recognition of the suffix is operable to override the default setting so as to override the normal delivery function.
12. Apparatus according to any one of claims 1 to 10, wherein the function selecting means has a default setting for change of the normal message delivery function, and recognition of the suffix is operable to override the default setting.
- 15 13. Apparatus according to claim 2, or any one of claims 3 to 12 when dependent on claim 2, including a database storing destination addresses for the alternative delivery means.
- 20 14. Apparatus according to claim 13, wherein the database is operable to map between caller identifiers and the destination addresses for the alternative delivery means.
15. Apparatus according to any one of claims 1 to 14, wherein the function selecting means may be provisioned by receipt of a message.
16. Apparatus according to any one of claims 1 to 15, wherein the function selecting means may be provisioned via a web interface.
- 25 17. A telecommunications services method in a telephone messaging system, the method comprising recognising a predefined arrangement of one or more characters as a suffix to a destination address of a message being submitted to the telephone messaging system, and selecting a function required by the

sender of the message upon recognition of the suffix so as to change the normal message delivery function thereby to change or augment the processing or routing of the message.

- 5 18. A method according to claim 17, wherein the selected function forwards the received message to an alternative delivery means.
19. A method according to claim 18, wherein the alternative delivery means provides an archive or copy function.
- 10 20. A method according to claim 18 or claim 19, wherein the alternative delivery means translates the received message into email form, and delivers the translated message in email form.
21. A method according to claim 18, claim 19 or claim 20, wherein the alternative delivery means may forward the received message to more than one destination.
- 15 22. A method according to any one of claims 18 to 21, wherein the alternative delivery means forwards the message to the sender of the message.
23. A method according to any one of claims 18 to 22, wherein the alternative delivery means forwards the message to the message recipient.
24. A method according to any one of claims 18 to 23, wherein the message is sent both by the normal delivery function and by the alternative delivery means.
- 20 25. A method according to claim 24, wherein the suffix is removed from the destination address before sending the message by the normal delivery function.
26. A method according to any one of claims 18 to 23, wherein the message is sent by the alternative delivery means only.
- 25 27. A method according to any one of claims 18 to 23, wherein recognition of the suffix in a received message overrides a default setting for sending the message

both by the normal delivery function and also by the alternative delivery means, so as to override the normal delivery function.

- 5 28. A method according to any one of claims 17 to 26, wherein recognition of the suffix in a received message overrides a default setting for change of the normal message delivery function.
29. A method according to claim 18, or any one of claims 19 to 28 when dependent on claim 18, wherein destination addresses for the alternative delivery means are stored in a database.
- 10 30. A method according to claim 29, wherein the database maps between caller identifiers and the destination addresses for the alternative delivery means.
31. A method according to any one of claims 17 to 30, wherein function selection may be provisioned by receipt of a message.
32. A method according to any one of claims 17 to 31, wherein function selection may be provisioned via a web interface.
- 15 33. A computer program for implementing a method according to any one of claims 17 to 32.
34. A storage medium storing a computer program according to claim 33.